Setting Up Your Direct Deposit – COVID 19

Provider Job Aid: Updated 5/4/2020

Overview

Payments for the care you provide to children whose parent or guardian qualifies for Subsidized Child Care Assistance are deposited directly into the bank account you choose. To get paid, one owner (or the person designated as Operation Contact) must set up direct deposits with ebtEDGE, our direct-deposit payment processor. This job aid describes how to:

- Set up direct deposit for your payments
- Access payment transaction information
- Update information which ebtEDGE has on file

Before you follow the instructions in this job aid, make sure you have completed the following:

- Establish a bank or pay card account to receive your direct deposit. This account must meet Automated Clearing House (ACH) standards. Most checking, savings, and pay card accounts — whether personal or business — qualify.

- Make certain that every computer you and anyone else at your Child Care home/facility expects to use to access the Provider Portal has the capacity to access it. These computers should meet or exceed the system recommendations listed in the *Provider System Recommendations* flyer. It's located on the NC FAST webpage at the NC DHHS Division of Child Development and Early Education (DCDEE) website (https://ncchildcare.ncdhhs.gov/Services/NC-FAST).

- Make sure that you and anyone else at your Child Care home/facility who needs access to the Provider Portal has a unique Business NCID. Also make sure that each of you can actually access your home/facility's Provider Portal account. Follow the instructions in the *How to Create and Link Your Business NCID* job aid located on the NC FAST webpage at DCDEE's website (https://ncchildcare.ncdhhs.gov/Services/NC-FAST).

- Enroll your Child Care home/facility in the Subsidized Child Care Assistance (SCCA) program through the Provider Portal (https://providerportal.nc.gov/NavigatorS/logon.jsp). Log in to the portal, access the *Enrollment and Re-enrollment for Providers* job aid, and follow the instructions. When you complete the initial enrollment process, NC FAST will assign a unique Provider Location ID to each of the home/facility locations that you enroll in the SCCA program and send these to ebtEDGE to notify them that you are enrolled.

Notes:

- Read this entire job aid and the entire direct deposit provider agreement before you enter any information on the agreement. Follow steps 3-6 below to access a blank copy of the agreement.

- ebtEDGE is working as quickly as possible to process requests for P-Subsidy. You'll receive a message in the Provider Portal when ebtEDGE has set up your direct deposit.

- You cannot submit a monthly attendance roster unless the status of your ebtEDGE direct deposit is *active*.

- If you want to be paid the same month that you submit an attendance roster, you must complete the entire direct deposit set-up process by the fifth calendar day of that same month. This is also the same day your monthly attendance roster is due.

- ebtEDGE releases the payment to your bank/pay card account on the 15th day of the same month in which you submitted the attendance roster. The transaction should appear on your ebtEDGE payment transaction account by 8 am on the 16th. However, it may take up to five days for your bank/pay card provider to process the payment and make the funds available.

Set Up Your Direct Deposit

One owner or the designated Operations Contact sets-up direct deposits for a Child Care home/facility.

If you have questions or experience problems with the direct deposit set-up process call ebtEDGE at 800-894-0050 (press 1 to wait for the next available agent).
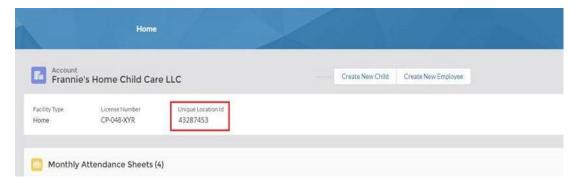
Note: ebtEDGE will not share any personally identifiable information on your direct deposit provider agreement with NC FAST, county/LPA staff, or the NC DHHS Division of Child Development and Early Education (DCDEE).

1. Gather one of the following to attach to your Child Care home/facility's direct deposit provider agreement:

    a. A blank check or deposit slip associated with the bank account you want to receive your payments by direct deposit
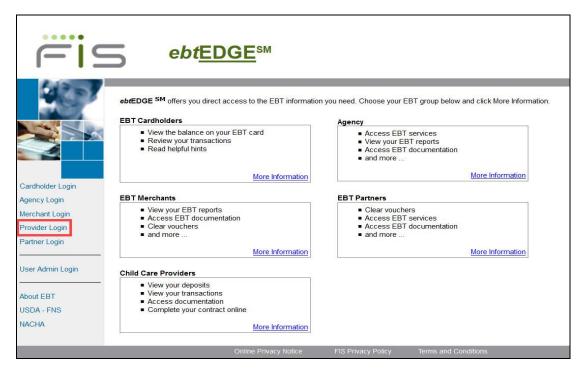
        Notes:

        - Write "void" on the check or deposit slip.

        - If you want your payments deposited into a savings account but don't have any pre-printed deposit slips that contain your name (or the name of your Child Care home/facility), your savings account number, and the bank's routing number, you will need to get a letter from the bank that states this information.

    b. An official letter from your pay card provider (if you want your payments credited to a pay card) that specifies the:

- Pay card account owner's name
- Pay card account number

2. When you receive the Provider Portal message saying ebtEDGE has set up your direct deposit, navigate to the specific facility home page in the Emergency Child Care Portal to quickly locate the Provider Location ID.
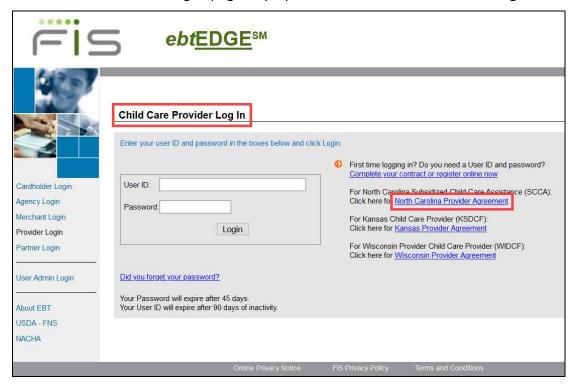

Note: If you do not see a Provider Location ID, please ensure that you are enrolled in SCCA. If you are enrolled and have issues locating your Provider Location ID, you can request it by calling EbtEDGE at 800-894-0050 (choose Option 1). The agent will give you the Provider Location ID for each Child Care home/facility you operate.

- If you need to contact ebtEDGE to request your Provider Location ID, allow at least one full business day to pass after enrolling in the SCCA program.

3. Click **https://www.ebtedge.com** to open the ebtEDGE website in your preferred web browser.

4. The website displays. Click **Provider Login**.

5. The Child Care Provider Log In page displays. Click **North Carolina Provider Agreement**.
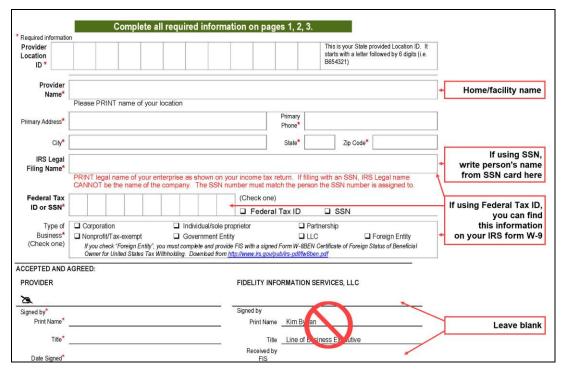

6. The Agreement for Subsidized Child Care Redemption (PDF) downloads and opens in Adobe Acrobat Reader. **Print** the six-page agreement and **read** it thoroughly before you continue to step 7.
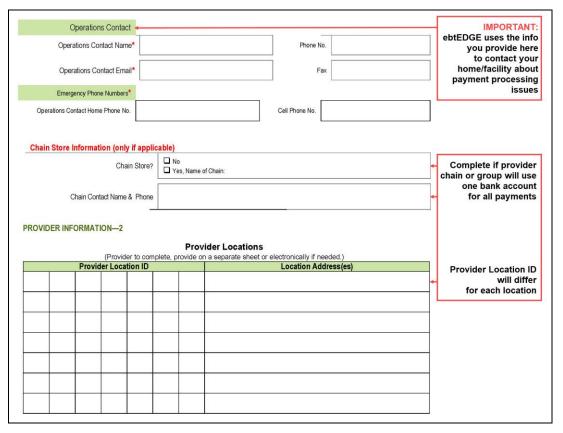
Note: Call ebtEDGE at 800-894-0050 (press 1) if you have any questions about the agreement.

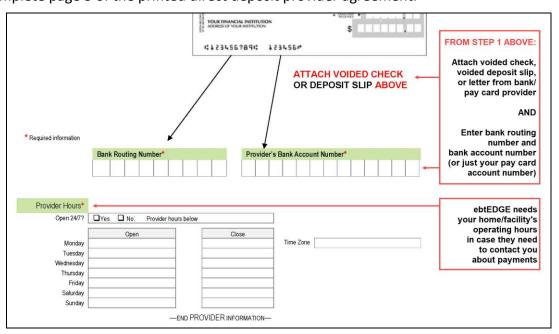7. Complete page 1 of the printed direct deposit provider agreement.

   Note: You must provide an answer to every item on the direct deposit provider agreement that is marked with a red asterisk (*).

8. Complete page 2 of the printed direct deposit provider agreement.

9. Complete page 3 of the printed direct deposit provider agreement.

10. Make a copy of all six pages of your completed direct deposit provider agreement for your records.

11. Attach the item you gathered in step 1 above to the printed direct deposit provider agreement you filled-out and signed then do one of the following:

    a. **Fax** the agreement and the attachment (together, not in separate Faxes) to ebtEDGE's secure Fax line at 414-341-7085

    b. **Mail** the agreement and the attachment to FIS Merchant Services, P.O. Box 290, Milwaukee, WI 53201-0290

    Reminders:

    - It takes ebtEDGE from two to four weeks to process your direct deposit provider agreement and set up direct deposits to the account you specified.
    - You'll receive a message in the Provider Portal entitled "Your Direct Deposit status is Active" when ebtEDGE has set-up your direct deposit.
    - You cannot submit a monthly attendance roster unless the status of your ebtEDGE direct deposit is *active*.

Access Payment Transaction Information

When ebtEDGE has set-up your Child Care home/facility's direct deposit, you can view your payment transactions on the ebtEDGE website (https://www.ebtedge.com). If you submit your attendance roster on or by the fifth day of a month, ebtEDGE will post news of the direct deposit by 8am on the 16th of that same month.

Payment assumes that:

- Either NC FAST or the NC DHHS Division of Child Development and Early Education (DCDEE) does not reject your monthly roster as incomplete or incorrect.

- ebtEDGE does not cancel the direct deposit of a payment because the bank or pay card account is wrong (or has been closed). ebtEDGE will send a message to you via the Provider Portal if they cannot deposit your payment.
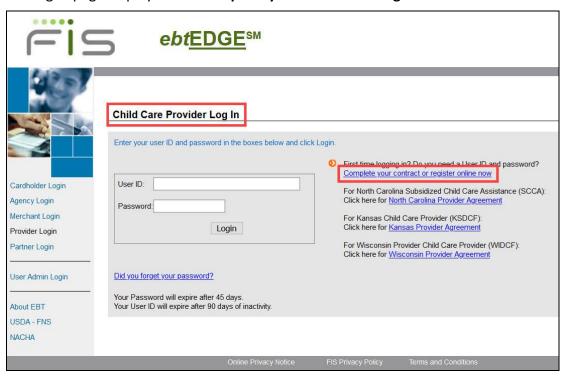
To view payment information, you need to register on the ebtEDGE website. Registration involves creating a user ID and password to access your payment transactions. You will also select three Challenge Questions and enter a response for each. Everybody who needs to track your Child Care home/facility's payment transactions will use the same user ID and password to access payment transactions.
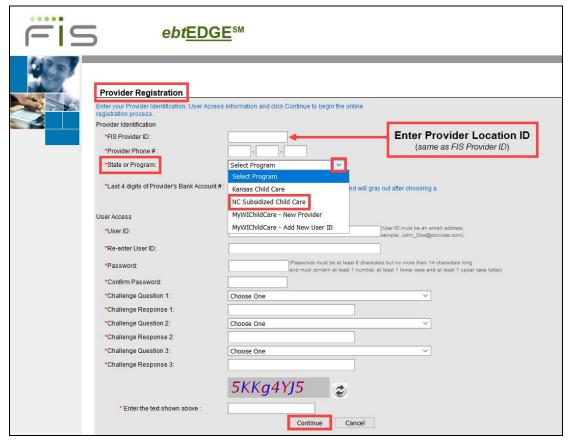
Notes:

- Keep your ebtEDGE user ID, password, and Challenge Questions with answers in a safe location.

- At ebtEDGE, you can only view the total amount that's deposited into your account. On the Provider Portal, however, you can view details about each payment (for example, a breakdown of what you were paid for each child eligible for Subsidized Child Care

assistance). Consult the *SCCA – Payment Process for Providers Reference Guide* for more information. It's available on the Provider Portal.

1. Complete steps 3-5 above to access the ebtEDGE Child Care Provider Log In page.

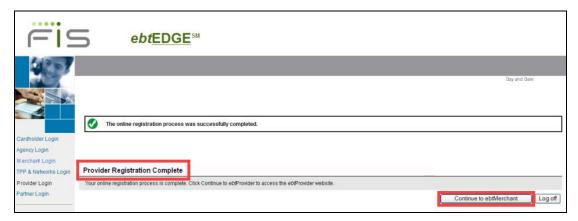2. The log in page displays. Click **Complete your contract or register online now**.

3. The Provider Registration page displays. Enter or select the required information then click **Continue**.

Notes:

- You must select and enter all the information requested on this page.
- Enter your **Provider Location ID** in the FIS Provider ID text box. (To quickly locate a **Provider Location ID,** navigate to the specific facility home page in the Emergency Child Care Portal.)
- Click the **State or Program drop-down menu** then select **NC Subsidized Child Care**.
- Everything you enter is case sensitive. In other words, if you enter "Spot" for the Challenge Response to answer the name of your favorite pet Challenge Question, you must capitalize the 'S' whenever you answer this Challenge Question in the future.
- You can change everything you enter/select before you click **Continue**. If you click **Cancel** instead, you'll exit the Provider Registration page.

4. The Provider Registration Complete page displays. Click **Continue to ebtMerchant** to view your direct deposit transactions (or click **Log off** to log off and exit this page).

Note: Call ebtEDGE at 800-894-0050 (press 1 to wait for the next available agent) if you have questions or experience problems with registering to access your payment transactions.

Update Your ebtEDGE Direct Deposit Information

Use this chart to determine whether you need to contact ebtEDGE.

REASONS	MESSAGE SENT TO PROVIDER PORTAL	TASK SENT TO COUNTY DSS/LPA or DCDEE	CONTACT ebtEDGE?
ebtEDGE completes direct deposit set up	Yes. "Your direct deposit status is Active."*	No	Yes. Wait one full business day then call ebtEDGE to get Provider Location ID(s).
Bank account info missing, bank account closed	Yes. "A payment could not be issued to you for the following reason(s)."*	Yes. "ebtEDGE was not able to issue payment to <Provider Name>"	Yes. Call ebtEDGE to relay new info.
Direct deposit provider agreement missing information	Yes. "Your payment information could not be set up for the following reason(s). Please correct these issues."*	Yes. "ebtEDGE was not able to create a merchant account, or change the account, for <Provider Name>" Yes. "Child Care Provider <Provider Name> unable to be sent to ebtEDGE for merchant processing"	Yes. Call ebtEDGE to relay missing info.

REASONS	MESSAGE SENT TO PROVIDER PORTAL	TASK SENT TO COUNTY DSS/LPA or DCDEE	CONTACT ebtEDGE?
Provider moves to another location	None	None. DCDEE Regulatory unit transmits information to NC FAST and ebtEDGE.	No, unless bank account or pay card also changes (then call ebtEDGE to report changes).
Provider changes name, address, and/or phone number			
Provider adds another location	None	None. DCDEE Regulatory unit transmits information to NC FAST and ebtEDGE.	Yes. Complete steps in the *Set Up Your Direct Deposit* section of this job aid for the new location.
Provider closes, provider unenrolled from SCCA, provider star rating decreases to 1 or 2	None	Yes. DSS/LPA case owners receive task to move children to another provider.	No
New owner buys Child Care home/facility (or existing owner buys another partner's interest)	None. Treated as a new provider (enroll in SCCA program, create and link new Business NCIDs/link or delink existing Business NCIDs, complete new direct deposit provider agreement)	Yes. DSS/LPA case owners receive task to issue vouchers for children in home/facility **Note:** DCDEE Regulatory unit transmits news of new ownership to NC FAST.	Yes. Complete steps in the *Set Up Your Direct Deposit* section of this job aid for the new location.

REASONS	MESSAGE SENT TO PROVIDER PORTAL	TASK SENT TO COUNTY DSS/LPA or DCDEE	CONTACT ebtEDGE?
Provider accepts or rejects voucher	None	None. NC FAST adds child to or removes child from monthly attendance roster (which is used to calculate the amount NC FAST sends to ebtEDGE for direct deposit).	No
Provider changes pay rates	None	None. NC FAST uses new rates to calculate payment for children (and transmits total monthly payment amount to ebtEDGE).	No

* Found in Provider Portal under My Messages